Water / Wastewater Utility Fund Expenditures

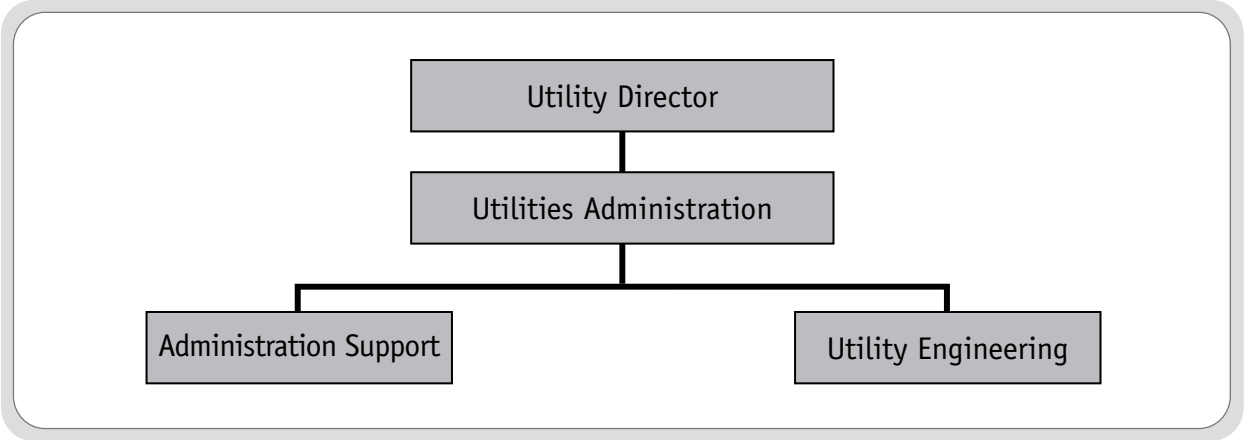
Utilities Administration
Water Treatment Plant
Water Systems Support
Water Line Maintenance
Wastewater Treatment Plant
Wastewater Systems Support
Wastewater Line Maintenance
Environmental Services
Utility Billings & Collections
Utility Debt Service & Transfers

Water / Wastewater Utility Fund Expenditures

Utilities Administration Department

Utilities Administration oversees the City's raw water supply, Utility Engineering, Utility GIS and Mapping, Capital Improvements Program, Water Treatment Plant, Environmental Services (Industrial Waste Pretreatment, Recycling Services, and Analytical Laboratory), Water Line Maintenance, Water Systems Support, Wastewater Line Maintenance, Wastewater Systems Support, and Wastewater Treatment Plant.

Mission: To ensure adequate future water supply for the City, ensure installation of water and wastewater infrastructure to meet existing and future growth needs, economical operation of the utilities system and ensure compliance with state and federal regulations.



Departmental Program Summary:

The Utilities Administration Department consists of the Administration Support and Utility Engineering programs, and is responsible for providing support and oversight to seven other departments.

Programs:

Administration Support: Utilities Administration oversees and supports Utility Engineering and seven departments that include: Water Line Maintenance, Water Systems Support, Wastewater Line Maintenance, Wastewater Systems Support, Environmental Services, Water Treatment Plant and Wastewater Treatment Plant.

Utility Engineering: Utility Engineering is responsible for the management, inspection and coordination of all Utility Capital Improvement Projects (C.I.P.), including negotiating Professional Services Contracts, providing general engineering support for Public Works and other departments in the City, and managing and coordinating the Utility GIS, Mapping and Utility Systems Computer Modeling Programs.

FY 2007-08 Highlights:

During FY 2007-08, we continued to implement several programs that will ensure future water supply and treatment, water distribution, fire protection capability, wastewater collection and treatment for the City. We also equipped the Utilities Department work culture to handle the changing work environment within the City and in the utilities industry. The following are highlights:

- **Water**

- Contracted with engineering firms to complete the design of the Brushy Creek Regional Water Supply System to supply Lake Travis water to Cedar Park, Round Rock and Leander by the summer of 2011.

- We will complete the last segment of the treated water line to deliver Lake Travis water to the City of Round Rock by 2014.

- Began the construction of the 2005 Raw Water Delivery System Improvements to deliver 52 million gallons per day (MGD) of Lake Georgetown and Lake Stillhouse water to our 48 MGD Water Treatment Plant (WTP) that is being re-rated to a 52 MGD WTP. The raw water pipeline and intake improvement are to be in service by the summer of 2009.

- Completed the construction phase of the East water transmission line, Phase 3B-1, 16,900 linear feet of 36-inch and 30-inch water line from FM 1460, along CR 112, CR 117 and CR 122 to Kiphen Road.

- Completed the construction of the East water transmission line, Phase 3B-2, 5,400 linear feet of 30-inch water line from Kiphen Road along CR 112 to SH 79.

FY 2007-08 Highlights: (cont.)

- Rehabilitated the Westinghouse Road water tank and wells. The wells will have new pumps and controls installed and the tank will have its foundation problem corrected and the tank will be painted and rehabilitated.

- Completed a city-wide Water Master Plan and proposed new impact fees.

- Completed construction of the Kensington Park water line, 3,700 linear feet of 16-inch water line, from the S 81 Elevated Tank through Kensington Park to Gattis School Road, in order to use more ground water from our Lake Creek wells.

- Completed pre-chlorinated pipe bursting of asbestos-cement water lines in Greenlawn Place, Windy Park, and Windy Terrace subdivisions.

- Completed the construction of the RM 1431 36-inch water line, 5,500 linear feet of line. This line will serve the Cedar Park/Round Rock interconnect and be the first leg in our distribution system to deliver water to Round Rock from the BCRUA water supply system.

- **Wastewater**
- Completed the construction of the McNutt Wastewater Interceptor, 8,500 linear feet of 48-inch wastewater line.

- Completed the rehabilitation of wastewater line and manholes in Basins BC22-Z, CC32-Z, and OC30-Z under the TCEQ mandated Edwards Aquifer Program.

- Completed the Inflow & Infiltration Flow Monitoring Study of our wastewater system to better predict the actual storm water inflow rates in our wastewater system.

- Completed a city-wide Wastewater Master Plan and implemented new impact fees.

- Completed the Forest Creek Interceptor vs. Lift Station Upgrades Economic Study.

- Completed the inspection of wastewater line and manholes in Basins LC18-Z, OC25-Z, BC23-Z, OC27-Z, OC29-Z, and LC19-Z under the TCEQ mandated Edwards Aquifer Program.

FY 2008-09 Overview and Significant Changes:

During FY 2008-09, we plan to:

- **Water**
- Begin the construction phase of the Lake Travis Water Supply System to provide future long-term water supply demands and stay ahead of growth.

- Rehabilitate and paint the 1431 Standpipe, SE elevated and SE ground tanks.

- Start rehabilitation and/or upgrade to several Forest Creek area lift stations.

- Complete the design and construction of the Old Settler's Park reclaimed water line and pump station.

- Complete construction of the raw water delivery system improvements to enable the City to access all of the water available in the Lake Georgetown/Stillhouse water system.

- Continue with the three-year project to improve the Geographic Information System (GIS) and Global Positioning System (GPS) as a service to the public. The system will give developers a more precise location of utilities, help the Fire Department with fire hydrant flow data and fire hydrant position during emergencies, and assist field crews with maintaining fire hydrants and locating manholes.

- Complete the construction of the RM 1431-2 million gallon elevated water storage tank.

- Complete the construction of High Service Pump number eleven (11) at the City's Water Treatment Plant, in order to have a firm capacity of 52 million gallons per day.

- Continue to complete a city-wide Water Master Plan and implement new impact fees.

- Continue to complete the Inflow & Infiltration Flow Monitoring Study of our wastewater system to better predict the actual storm water inflow rates in our wastewater system.

- Complete a comprehensive set of City of Round Rock Standard Construction Details for water system improvements.

- **Wastewater**
- Complete the rehabilitation of wastewater line and manholes in Basins LC09-Z, BC20-Z, and OC30-Z under the TCEQ mandated Edwards Aquifer Program.

FY 2008-09
Overview and Significant Changes: (cont.)

- Complete the inspection of wastewater line and manholes in Basins BC21-Z, OC24-Z, and LC35-Z under the TCEQ mandated Edwards Aquifer Program.

New Programs for FY 2008-09:

In an effort to provide adequate tools for staff the Utilities Administration Department is proposing the following new programs for FY 2008-09:

Water Conservation Coordinator (FTE 1): This position will lead the effort in establishing a city-wide conservation program, to include public education, and program implementation and analysis.

Vehicle: Because of the amount of field work that is required of the Utilities Administration employees , such as oversight of Capital Improvement Projects, collection of GIS data, and off-site meeting attendance, an additional vehicle is needed to provide adequate transportation to fulfill current job requirements.

FY 2009-10 Overview and Beyond:

In FY 2009-10, we expect to:

- Schedule rehabilitation and/or upgrades to several Forest Creek area lift stations.
- Continue with the three-year project to improve the Geographic Information System (GIS) and Global Positioning System (GPS) as a service to the public. The system will help developers with more precise location of utilities, the Fire Department with fire hydrant flow data and fire hydrant position during emergencies, and assist field crews with maintaining fire hydrants and locating manholes.
- Complete a comprehensive set of City of Round Rock Standard Construction Details for water system improvements.
- Complete the rehabilitation of wastewater line and manholes in Basins LC-18Z, OC25-Z, BC23-Z, OC27-Z, OC29-Z, OC26-Z, and LC19-Z under the TCEQ mandated Edwards Aquifer Program.

Departmental Goals:

- Ensure efficient utility services by providing a highly reliable and efficient water distribution system and wastewater collection system that meets all Environmental Protection Agency (EPA), Texas Commission of Environmental Quality (TCEQ) and the Safe Drinking Water Act (SDWA) regulations. (City Goal 5.4)
- Ensure all utility Capital Improvement Projects are adequately and efficiently coordinated, managed and inspected. (City Goal 2.1 and 5.4)
- Maintain 100% compliance with state and federal regulations. (City Goal 5.4)
- Ensure efficient utility services and adequate system expansions with future land use and City's financial capacity in mind. (City Goal 2.1 and 5.4)
- Ensure an adequate future water supply. (City Goal 5.4)

Objective: Ensure that water availability is sufficient to cover water use.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Raw Water under Contract in acre feet	31,498	45,782	45,782	45,782
Actual Raw Water Use in acre feet	17,900	19,200	20,500	21,935

Trend: We are forecasting a 7% increase in raw water use between fiscal years.

- Develop and maintain a comprehensive, integrated in-house water distribution and wastewater collection system-mapping system, including GPS of fire hydrants, valves and manholes. (City Goal 2.5 and 5.4)

Objective: Use our "Utility Systems Analyst" to help develop, implement and maintain an in-house wastewater collection system model to analyze and manage system operations and upgrades.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
% of wastewater system modeled (10" lines and larger)	95%	99%	99%	99%

Objective: Integrate wastewater collection system computer model into our GIS and SCADA systems.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Miles of wastewater line added to collection system	21	24	27	27
Miles of wastewater line connected directly to regional wastewater line	20	20	20	20

Trend: Currently there are 481 miles of wastewater line (including 26 miles of regional wastewater lines) and 7,369 manholes in the system.

- Maintain a comprehensive, integrated in-house water distribution system-modeling program, including system inventory, mapping and management system to ensure efficient and adequate system expansions. (City Goal 2.5 and 5.4)

Objective: Develop, implement and maintain a valve location program for input into our in-house water distribution system model computer model for GIS Mapping and SCADA systems.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
% of water system modeled	98%	99%	99%	99%
Miles of water line added to distribution system	20	35	38	38

Trend: Currently there are 376 miles of water lines in the City's system.

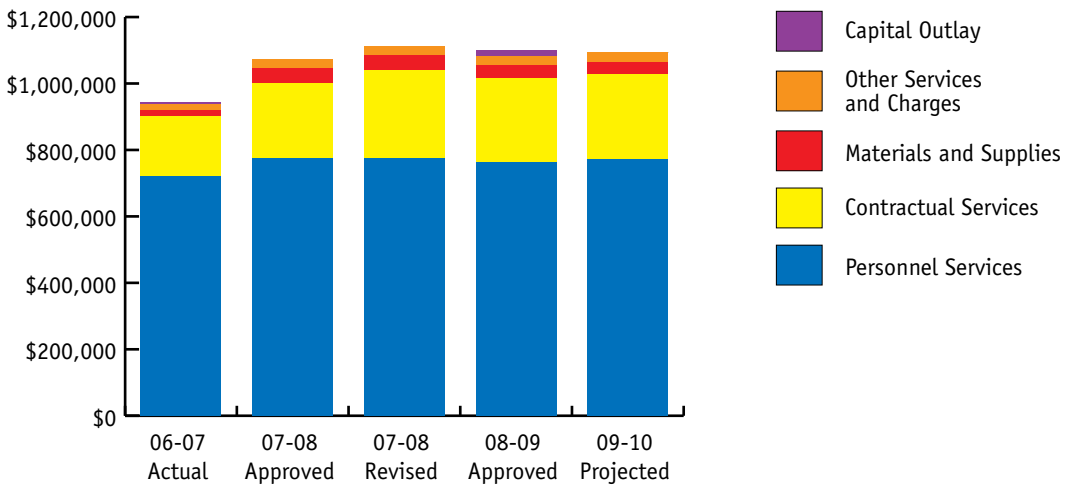
Summary of Key Measurement Indicators:

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Number of Water Connections	29,208	30,960	30,617
Round Rock Service Population	90,100	93,700	97,500
Round Rock Utility Service Population	112,506	117,185	121,864
Input			
Operating Expenditures	**$943,809**	**$1,112,766**	**$1,101,399**
Number Authorized FTEs	**10.00**	**10.00**	**9.00**
Output			
Dollars CIP Completed	$12,000,000	$28,500,000	$24,000,000
Efficiency			
Expenditures as a % of Utility Fund	**3.76%**	**3.40%**	**3.09%**
Auth. Personnel as % of Utility Funded FTEs	**7.87%**	**7.66%**	**6.82%**

	Positions			Full Time Equivalents		
Authorized Personnel	2006- 2007 Actual	2007-08 Revised	2008-09 Approved	2006-07 Actual	2007-08 Revised	2008-09 Approved
Utility Director	1	1	1	1.00	1.00	1.00
Chief Utility Engineer	1	1	1	1.00	1.00	1.00
Utility CIP Specialist	1	1	1	1.00	1.00	1.00
Utility Systems Analyst	1	1	1	1.00	1.00	1.00
Water Conservation Coordinator	0	0	1	0.00	0.00	1.00
Utility Locaters	2	2	0	2.00	2.00	0.00
GIS Analyst	1	1	1	1.00	1.00	1.00
GIS Technician	1	1	1	1.00	1.00	1.00
Senior Utility Engineer	1	1	1	1.00	1 .00	1.00
Administrative Technician III	1	1	1	1.00	1 .00	1.00
Total	10	10	9	10.00	10.00	9.00

Utilities Administration

Expenditures by Category



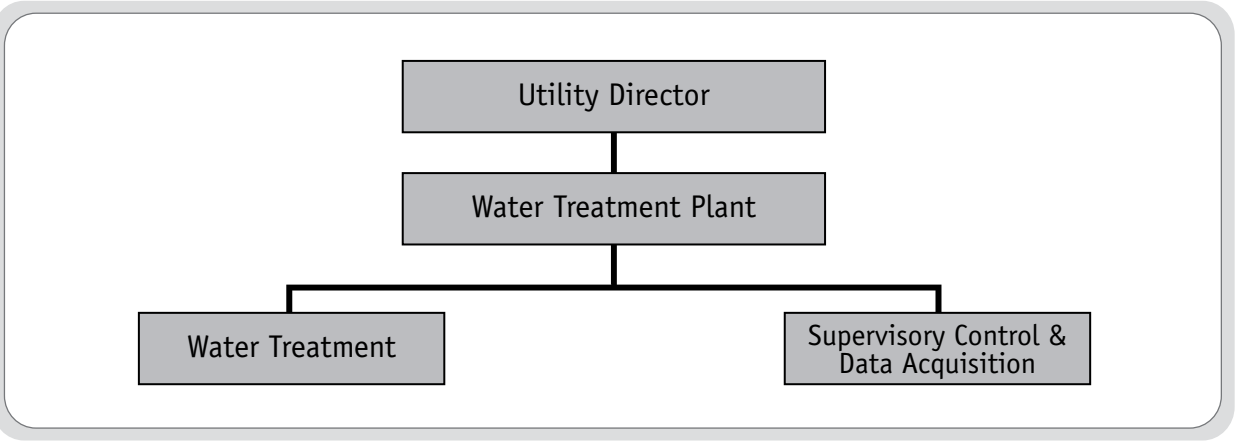
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$721,775	$775,034	$775,034	**$763,532**	$773,058
Contractual Services	178,718	225,765	265,765	**252,915**	252,915
Materials and Supplies	20,489	44,317	44,317	**37,302**	38,736
Other Services and Charges	17,193	27,650	27,650	**27,650**	27,650
Capital Outlay	5,634	0	0	**20,000**	0
Total Expenditures:	$943,809	$1,072,766	$1,112,766	**$1,101,399**	$1,092,359
Expenditures per Capita:	$10.48	$11.45	$11.88	**$11.30**	$10.84

Water Treatment Plant Department

The primary activity of the Water Treatment Plant Department is the treatment of surface and ground water sources to a level that meets or exceeds state and federal regulations. This is accomplished by utilizing sophisticated equipment, innovative treatment technologies and state certified waterworks operators. The Water Treatment Plant is also responsible for the operations of the computer system used to monitor and control the treatment and distribution of water and collection of wastewater.

Mission: Provide the highest quality, best tasting drinking water of sufficient quantity, volume and pressure, for domestic use and fire protection.



Departmental Program Summary:

The Water Treatment Plant consists of a single program divided into two components described in detail below:

Programs:

Water Treatment: The water treatment program treats and distributes surface and ground water. The surface water treatment plant can treat 48 million gallons of water per day. The ground water treatment plant can treat up to 9 million gallons of water per day.

Supervisory Control and Data Acquisition (SCADA): The SCADA program maintains and operates the computerized automation system, which controls plant operation, water distribution, and wastewater lift stations. This system consists of field instruments and measuring devices, remote terminal units, programmable logic controllers, radios and human/machine interface devices. The SCADA system is essentially a collection of devices that allow the operator to control and monitor equipment. This automation allows operations to be more efficient.

FY 2007-08 Highlights:

In FY 2007-08, the Water Treatment Plant Department focused on improving security and optimizing treatment systems. The department implemented several programs intended to achieve those goals. Listed below, are the department highlights:

- The department worked with the City of Cedar Park, the City of Leander and Camp Dresser and McKee to finalize the design of the regional water treatment facility.
- The Texas Commission on Environmental Quality accepted the City's proposal to re-rate the surface water treatment facilities to 52 million gallons per day.
- Improvements to the security system such as swipe cards, surveillance cameras and an automated gate were added to the plant facility.

FY 2008-09
Overview and Significant Changes:

Improving efficiencies, optimizing treatment and meeting new regulatory requirements continue to dominate the Water Treatment Department activities. In particular, the department is focusing on the following:

- Implementing the monitoring requirements for the Stage Two Disinfectant Byproduct Rule.
- Replacing a portion of the Supervisory Control and Data Acquisition (SCADA) computers. These computers are responsible for monitoring and operating the water system through automated controls.
- Implementing a more aggressive water conservation program.

New Programs for FY 2008-09:

The Water Treatment Plant Department is proposing no new programs for FY 2008-09.

FY 2009-10
Overview and Beyond:

In the upcoming years, the Water Treatment Department will concentrate on activities geared toward maintaining and optimizing existing facilities as well as planning to meet the future needs of the City and its customers. The Water Treatment Department will focus on the following activities in FY 2009-10:

- The department will propose implementation of a water conservation program that includes conservation rates and rebates.
- The water treatment plant will continue to monitor the progress of new regulations that may impact our treatment techniques. New rules regarding disinfectant byproducts, ground water treatment and source water quality will be at the forefront of our considerations.
- As portions of the surface water treatment facilities begin to age, the department will focus on preventive maintenance and routine equipment replacement/upgrade.

Departmental Goals:

- Monitor peak day consumption to ensure that planned treatment capacity expansions will meet future needs. (City Goal 5.1)
- Improve public education and awareness regarding the quality of the drinking water and water conservation issues. (City Goal 6.1)
- Continue to develop and empower employees. (City Goal 5.2 and 6.0)
- Provide surface and groundwater treatment in compliance with all rules and regulations. (City Goal 5.4)

Objective: Improve operational and production efficiency.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Treated water quality (NTU)	.11	.12	.13	.14
Number of treatment violations	0	0	0	0
Organic removal rate	95.6%	97.4%	97.5%	95.0%
Chemical feed rate (ml/min)	400	400	450	430
Electrical costs ($/1,000 gallons)	0.0205	.0375	0.0303	.0316

Trend: The maximum limit for treated water quality, as set forth by the United States Environmental Protection Agency, is 0.3 NTU (Nephlometric Turbidity Units). We strive to achieve a reading of .15 or better.

Trend: In regards to the organic removal rate, we strive to achieve a removal rate of 95% or better.

Trend: The increase in electrical costs per 1,000 gallons treated is related to a steady increase in the electrical rate.

- Improve system automation and data management through innovation and technology. (City Goal 5.5)

Objective: Improve system efficiency.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Treated water costs (operating costs per thousand gallons)	$.5811	$.7729	$.9366	$.9831
Number of mechanical failures	5	5	5	5
Annual system downtime (hours)	168*	12	12	12

Trend: The cost to treat water continues to increase. This is related to a steady increase in raw water rates, electrical rate increases and a severe increase in the cost of treatment chemicals.

* During July 2006, the water treatment plant lost a major treatment component. That portion of the plant was out of service for approximately one hundred and fifty hours while parts were secured and the repair was made.

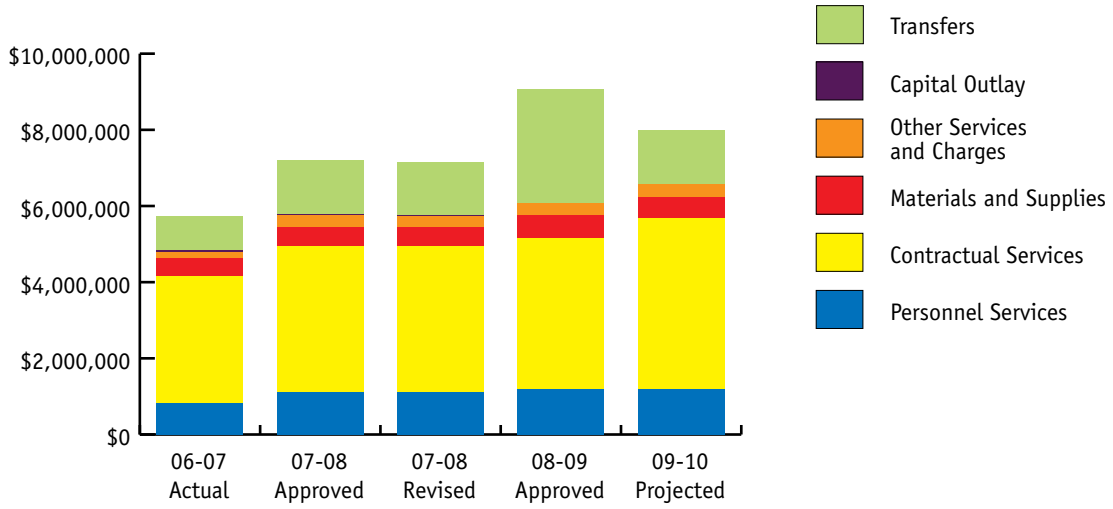
Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Number of Water Connections	29,380	29,935	30,653
Raw Surface Water Pumped (gallons)	4,536,770,000	5,782,779,100	5,990,169,900
Ground Water Pumped (gallons)	1,352,730,000	1,278,632,200	1,229,370,000
Round Rock Service Population	92,120	95,110	98,058
Raw Water Quality (TU)	4.7	5.6	5.6
Input			
Operating Expenditures	**$5,732,168**	**$7,159,455**	**$9,063,267**
Number Authorized FTEs	**17.00**	**17.00**	**17.00**
Raw Water Costs	$2,639,793	$3,098,000	$3,146,000
Plant Electrical Costs	$170,241	$175,000	$189,035
Chemical Costs	$341,773	$400,000	$400,000
Maintenance Costs	$53,701	$58,000	$70,500
Output			
Surface Water Treated (gallons)	4,662,052,000	5,860,927,000	6,106,272,400
Ground Water Treated (gallons)	1,352,730,000	1,278,632,200	1,229,370,000
Sludge Produced (loads)	120	156	156
Efficiency			
Treatment Cost per 1,000 Gallons:			
Chemical Cost per 1,000 ($)	0.075333993	0.069170894	0.066776069
Electrical Cost per 1,000 ($)	0.037524715	0.030262266	0.031557536
Production Efficiency:			
Treated H2O/Pumped H2O	102%	101%	102%
Authorized Personnel as % of Utility Fund	**13.67%**	**13.67%**	**12.88%**
Expenditures as a % of Utility Fund	**22.83%**	**21.87%**	**25.40%**
Effectiveness			
Number of TCEQ Violations	0	0	0

Authorized Personnel	Positions 2006-07 Actual	Positions 2007-08 Revised	Positions 2008-09 Approved	Full Time Equivalents 2006-07 Actual	Full Time Equivalents 2007-08 Revised	Full Time Equivalents 2008-09 Approved
Senior Utility Services Manager	1	1	1	1.00	1.00	1.00
Water Plant Supervisor	1	1	1	1.00	1.00	1.00
SCADA Technician	1	1	1	1.00	1.00	1.00
Water Plant Operator II	4	4	4	4.00	4.00	4.00
Water Plant Operator I	5	5	5	5.00	5.00	5.00
Water Plant Operator Trainee	1	1	1	1.00	1.00	1.00
Utility Systems Integrator	1	1	1	1.00	1.00	1.00
Facility Controls Electrician	1	1	1	1.00	1.00	1.00
Water Plant Maintenance Technician	1	1	1	1.00	1.00	1.00
Senior Water Plant Operator	1	1	1	1.00	1.00	1.00
Total	17	17	17	17.00	17.00	17.00

Water Treatment Plant Department

Expenditures by Category



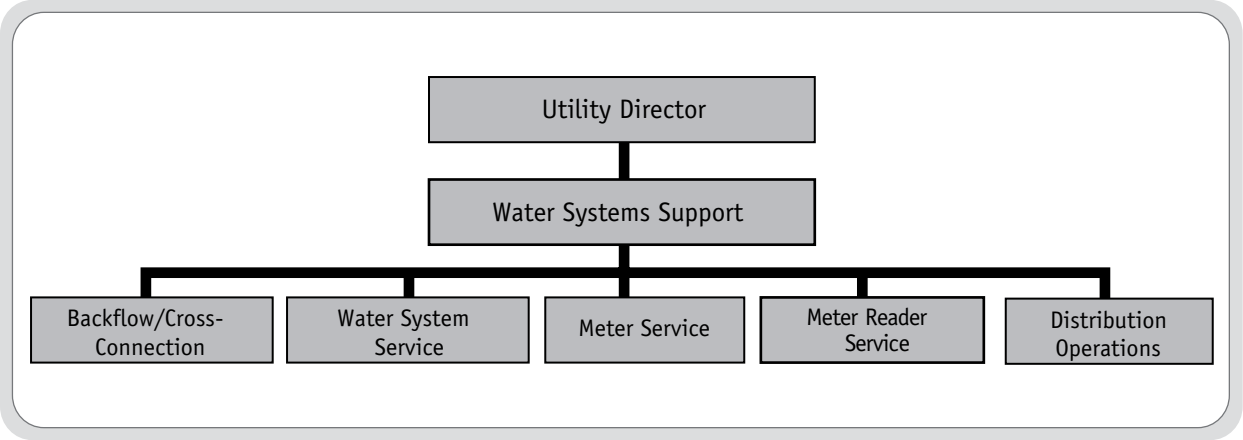
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$834,826	$1,124,894	$1,124,894	**$1,206,670**	$1,206,954
Contractual Services	3,326,181	3,810,688	3,810,688	**3,952,443**	4,464,796
Materials and Supplies	452,233	523,453	523,453	**596,524**	571,678
Other Services and Charges	177,477	310,220	270,220	**318,470**	327,133
Capital Outlay	51,450	17,500	17,500	**5,000**	12,500
Transfers	890,000	1,412,700	1,412,700	**2,984,161**	1,412,700
Total Expenditures:	$5,732,168	$7,199,455	$7,159,455	**$9,063,267**	$7,995,760
Expenditures per Capita:	$63.62	$76.84	$76.41	**$92.96**	$79.32

Water Systems Support Department

The Water Systems Support Department is responsible for the operation, maintenance, and repair of the City's water distribution system. Responsibilities are discharged through the utilization of multiple maintenance crews. Reporting lines of authority and accountability are shown below.

Mission: Provide customers with safe, adequate, reliable, and high quality water services.



Departmental Program Summary:

The Water Systems Support Department consists of a single program with five components:

Programs:

Water Systems Support consists of: a) Backflow/Cross-Connection; b) Water System Service; c) Meter Service; d) Meter Reader Service; and e) Distribution Operations. These components are under the direction of the Utility Support Superintendent, whose position is in Wastewater Systems Support.

Backflow/Cross-Connection: Personnel perform on-site inspections and update information on residential/commercial customers for required cross-connection device certification to keep the water safe for the public. This ensures safe and potable drinking water to the customers. It also maintains compliance with state regulations and the cross-connection policies defined by city ordinance.

Water System Service: Assures system reliability and safety through its Water System Equipment Maintenance program by performing routine inspections of 53 water distribution control sites (i.e. wells, storage tanks, booster pump stations, pressure reducing valves, etc.). Maintenance and repairs are performed on motors, pumps, electrical controls (i.e. solenoid valves, control panels, starters, etc.), and pressure control valves. In order to maximize the system's reliability, Water Systems Support maintains an emergency response team that is on call 24 hours a day, 365 days per year.

Meter Service: Ensures water use accountability by testing, repairing and replacing commercial/residential meters. This process maximizes meter performance and accuracy. It allows personnel to oversee all of the new commercial and residential meter installations. The service also maintains all wholesale fire hydrant meter accounts.

Meter Reader Service: Personnel accurately and efficiently read approximately 30,000-commercial/residential water meters monthly. Meters are reread for inaccurate field readings and high/low consumption if flagged by the Utility Billing Department.

Distribution Operations: Personnel monitor and operate the water distribution system to ensure storage tank levels are adequate for disinfection and fire protection. Distribution pumps are operated to provide adequate water supply and pressure. The lift station and pumping stations are operated and monitored to ensure equipment is operating correctly to prevent failures that would cause a sewage spill.

FY 2007-08 Highlights:

The City's growth has called for increasing the raw water pumping capacity and delivering more water to its southeast sector. The City has also been delivering treated water to the City of Cedar Park to supplement their potable water supply.

- Lake Georgetown Raw Water Delivery Project Pump Delivery completed.
- Completion of 30-inch treated Water Transmission line including two new Pressure Reducing Valve sites.
- Delivery of treated water to the City of Cedar Park.

FY 2008-09 Overview and Significant Changes:

Water System Support continues to improve the pump capacity at the intake structure. The raw water delivery line will be increased in size to improve the delivery capacity to the Water Treatment Plant. The High Service Pumps will be increased to get water to Cedar Park and additional storage will be added to the Northwest Sector.

- Start of Lake Georgetown Raw Water Line Improvements.
- Construction of new High Service Pump #11.
- The start of construction on a new 1431 2 MGD Elevated Tank.

New Programs for FY 2008-09:

The Water Systems Support Department is proposing no new programs for FY 2008-09.

FY 2009-10 Overview and Beyond:

- Completion of the 1431 2 MGD Elevated Tank.
- Start of the construction of the Lake Travis Water Supply for future growth and demand.
- 1431 Standpipe, SE Elevated and SE Ground water tanks painting and rehabilitation.

Departmental Goals:

- Provide and retrieve accurate data from the distribution system to maintain a comprehensive and integrated in-house water system distribution computer model. (City Goal 5.5)
- Increase staff to keep up with the distribution system growth, and establish a water distribution Supervisory Control and Data Acquisition (SCADA) program to make this department as efficient and productive as possible. (City Goal 5.1)
- Maintain a reliable and efficient water distribution system, while meeting all Environmental Protection Agency (EPA), Texas Commission on Environmental Quality (TCEQ) and Safe Drinking Water Act regulations. (City Goal 5.4)
- Ensure citizens receive quality service and safe water in a timely manner by maintaining a highly competent staff through comprehensive continuing education, training, and certification programs. (City Goal 5.4)

Objective: Maintain an adequate and qualified work force and equipment to meet quality service delivery needs.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Retention rate of new hires	100%	100%	100%	100%
Distribution system growth %	5.3%	6.0%	7.0%	6.0%
Number of work orders	13,479	14,828	14,500	14,500
Average response time/average time to complete (Measure in hours)	.5	.5	.5	.5

Trend: The construction of the Lake Project will be done in FY 2008 and there is not any significant growth until the project with Cedar Park and Leander begins in 2009.

- Ensure the efficient distribution, accountability and reliability of our water resources. (City Goal 5.5)

Objective: Active participation to create long-range water service strategies with the Lower Colorado-Brazos Alliance and other area municipalities in order to provide customers with efficient and reliable service.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
% of water accounted for	90.0%	89.0%	92.0%	92.0%
% of City's total electric bill (utility usage)	53.6%	51.0%	53.5%	53.5%

Trend: Decline due mostly to growth in total city utilities outside of department.

- Maintain a highly competent and reliable staff through comprehensive continuing education, training, and certification program. (City Goal 5.2)

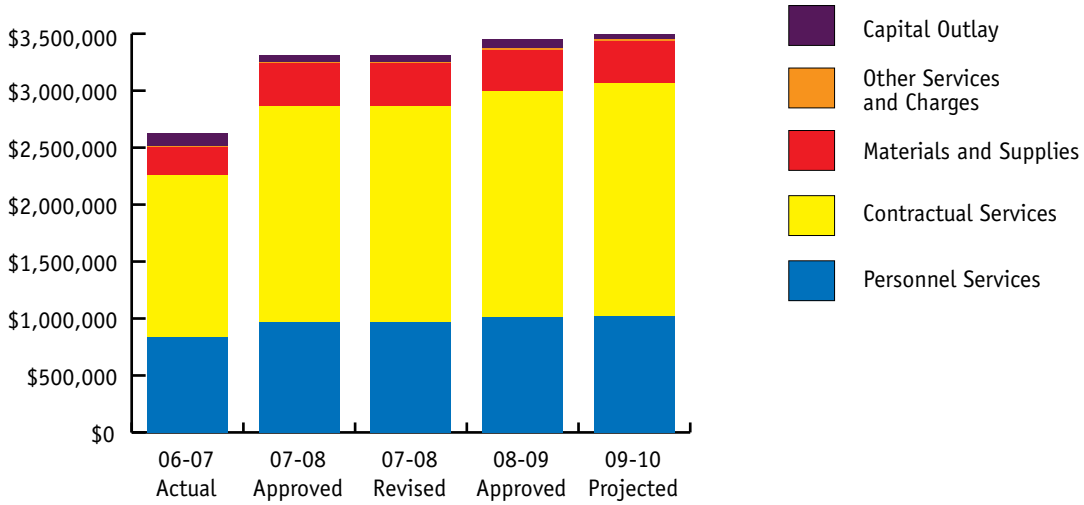
Objective: Maintain an adequate and qualified work force to meet quality service delivery needs.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Total Number of Utility Support staff	19	20	21	21
% of staff holding required licenses	95.0%	100%	100%	100%
% of staff holding multiple licenses	60.0%	52%	60%	60%

Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Pumping Sites	14	14	15
Pumps	50	50	50
Pressure Reducing Control valves	54	60	63
Ground Storage Tanks (includes Clearwells)	8	8	8
Stand Pipes	3	3	3
Elevated Tanks	7	7	8
Active Meters	29,380	29,935	30,653
Buildings Maintained	13	14	14
Telemetry Sites	23	24	25
Input			
Operating Expenditures	**$2,621,980**	**$3,307,489**	**$3,452,869**
Authorized FTEs	**20.00**	**21.00**	**21.00**
Meter Read % increase	4.2%	5.0%	5.0%
Equipment Maintenance % increase	5.8%	5.0%	5.0%
Output			
Surface Water-Pumped (gallons)	5,811,014,000	5,985,343,000	6,123,795,000
Ground Water-Pumped (gallons)	1,916,250,000	1,916,250,000	1,913,000,000
Meters Installed	1,062	1,400	1,400
Meters Rebuilt	70	50	50
Meter Change-Outs	1,584	1,500	1,500
Yearly total of meter reads	352,346	375,400	383,500
Emergency Call-Outs	30	50	50
Efficiency			
% meter rereads (From Utility Billing)	11.90%	10.00%	10.00%
Authorized Personnel as % of Utility Fund	**15.63%**	**16.06%**	**15.91%**
Expenditures as a % of Utility Fund	**10.44%**	**10.11%**	**9.67%**
Effectiveness			
% Emergency Response Within 1 Hour	100%	100%	100%
WSS Water Unit Maintenance & Pumping Cost (per 1,000 gallons)	$0.34	$0.42	$0.43

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Administrative Technician III	1	1	1	1.00	1.00	1.00
Meter Reader I/II	4	4	4	4.00	4.00	4.00
Meter Reader III	1	1	1	1.00	1.00	1.00
Meter Reader Supervisor	1	1	1	1.00	1.00	1.00
Meter Service Technician I/II	3	4	4	3.00	4.00	4.00
Meter Service Technician III	1	1	1	1.00	1.00	1.00
Meter Shop Supervisor	1	1	1	1.00	1.00	1.00
W/WW System Mechanic I/II	4	4	4	4.00	4.00	4.00
W/WW System Mechanic III	2	2	2	2.00	2.00	2.00
Water Distribution Operator I/II	1	1	1	1.00	1.00	1.00
Water Distribution Operator III	1	1	1	1.00	1.00	1.00
Total	20	21	21	20.00	21.00	21.00

Water Systems Support
Expenditures by Category



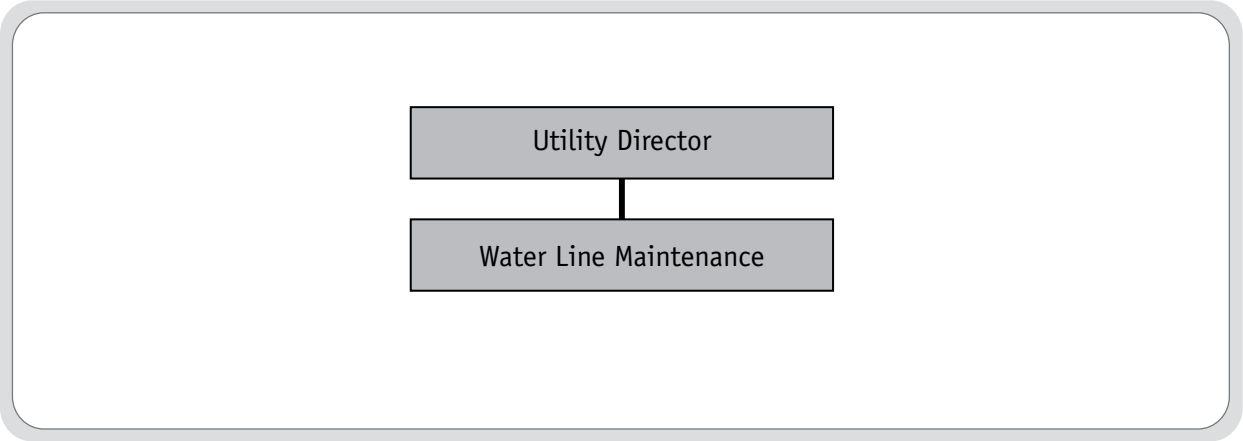
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$838,002	$966,500	$966,500	**$1,010,594**	$1,020,493
Contractual Services	1,413,881	1,901,661	1,901,661	**1,988,019**	2,043,436
Materials and Supplies	249,095	370,728	370,728	**358,752**	375,021
Other Services and Charges	11,048	11,700	11,700	**13,000**	13,000
Capital Outlay	109,955	56,900	56,900	**82,504**	40,000
Total Expenditures:	$2,621,980	$3,307,489	$3,307,489	**$3,452,869**	$3,491,949
Expenditures per Capita:	$29.10	$35.30	$35.30	**$35.41**	$34.64

Water Line Maintenance Department

The Water Line Maintenance Department (WLM) maintains approximately 503 miles of water lines and 6,717 valves and 3,915 fire hydrants in the City's Water Distribution system. Water Line Maintenance uses multiple three-man maintenance crews and a three-man night crew under the direction of a Water Line Maintenance Supervisor, who reports to the Utility Manager, who reports to the Utility Director.

Mission: Provide all our customers with safe, adequate, reliable, and high quality water services.



Departmental Program Summary:

The Water Line Maintenance Department consists of a single program:

Program:

Water Line Maintenance: This program operates 24 hours a day, 365 days a year. Water Line Maintenance crews repair water line breaks and repair service leaks, including flushing dead-end water mains in accordance with Texas Commission on Environmental Quality (TCEQ). Crews also perform preventative maintenance on all valves and fire hydrants and existing water utility locations in accordance with State law, Texas Line Locate Bill and "One Call." Water Line Maintenance has one evening shift crew. This crew takes after hour calls and saves the City on overtime.

FY 2007-08 Highlights:

This last year brought many new challenges for the WLM department. This year we were able to assist the Round Rock Fire Department with lowering the International Organization for Standardization (ISO) rating from a Class 4 to a Class 2, which saves the citizens of Round Rock 8% to 12% on their insurance rates. Other significant achievements were:

- Water Line Maintenance Department was able to obtain a full time Valve Maintenance Coordinator. The Coordinator has been able to make significant changes to our Valve Maintenance Program.
- Water Line Maintenance was tasked with researching all City of Round Rock water shut downs for the Construction Inspectors and preplan the water shut downs with the Construction Inspectors.
- Water Line Maintenance also was tasked to follow a work flow model that was generated by the Geographical Information System (GIS) department. Our role in the work flow model is to attend all "Final Walk-Throughs" and locate every valve and fire hydrant into the Global Positioning System (GPS) during the "Final Walk-Through."

FY 2008-09
Overview and Significant Changes:

Water Line Maintenance is in the process of improving our maintenance programs. One of the improvements is to acquire the Valve Exerciser Machine that was budgeted for FY 2007-08. Our goal is to operate 52% of the valves of the Water Distribution system from the current 3%. Some more examples of improvements would be:

- Continue to provide assistance to the GIS department with the three-year long project dealing with GPS and red-lining maps.
- Provide safety training to all employees.
- Improve customer service through the training provided by the City of Round Rock Customer Service Academy.

New Programs for FY 2008-09:

Water Line Maintenance is proposing no new programs for FY 2008-09.

FY 2009-10 Overview and Beyond:

Water Line Maintenance will be requesting one additional Utility Repair Crew to assist with the Fire Hydrant Maintenance Program. Currently we have 3,915 fire hydrants, and we are only able to maintain 600 a year, with two three-person crews. With this additional crew we will be able to increase the number of fire hydrants maintained from 600 to 900. In the future we will:

- Continue setting up training for all Water Line Maintenance employees. Examples are Backhoe training, Trench Safety, Texas Engineering Extension Service (TEEX) and Texas Water Works Association (TWWA) training.
- Ensure every employee is TCEQ licensed.
- Improve our valve and hydrant programs.
- Add additional GPS training.

Departmental Goals:

- Maintain a comprehensive, integrated in-house water distribution system-modeling program, including system inventory, mapping, and management to ensure an efficient and adequate system. (City Goal 5.1 and 5.4)

- Ensure citizens receive quality service in a timely manner. (City Goal 5.2)

Objective: Maintain an adequate and experienced work force and adequate equipment to meet quality service delivery needs.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
% of responses under 30 minutes	100%	100%	100%	100%
% of personnel certified	90%	100%	90%	90%

- Maintain a highly reliable and efficient water distribution system by complying with all state and federal requirements. (City Goal 5.4)

Objective: Integrate water distribution system computer model with our GIS and Supervisory Control And Data Acquisition (SCADA) systems.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Compliance with state & federal regulations	100%	100%	100%	100%

- Maintain a highly competent staff through comprehensive continuing education, training and certification program upgrades. (City Goal 5.1)

Objective: Perform an annual evaluation of staff's compliance with applicable EPA and TCEQ rules.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Total number of staff	32	31	31	32
% of staff holding required license(s)	90%	100%	90%	95%
% of staff holding multiple licenses	75%	90%	90%	90%

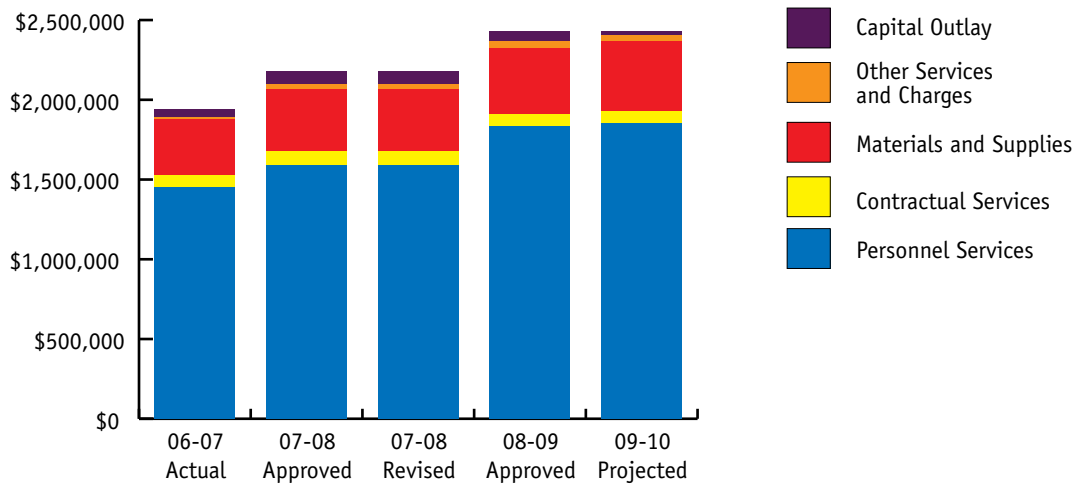
Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Number of Customers/Connections	29,380	29,925	30,657
Number Miles of Water Lines	481	487	503
Input			
Number of Crews:			
8; 3-man crews, 1; 2-man crews, 1; 1-man crew	10	10	10
Operating Expenditures	**$1,938,486**	**$2,181,238**	**$2,426,664**
Authorized FTEs	**31.00**	**31.00**	**32.00**
Output			
Work Orders – Water	4,000	4,000	4,226
Efficiency			
Expenditures per Work Order - Water	$484.62	$545.31	$574.22
Water Line Maint Unit cost per 1,000 gallons	$0.25	$0.33	$0.30
Work order per mile – Water	8.32	8.21	8.40
Authorized Personnel as % of Utility Fund	**24.41%**	**23.75%**	**24.24%**
Expenditures as a % of Utility Fund	**7.72%**	**6.66%**	**6.80%**
Effectiveness			
% Emergency Response Within 30 Minutes	100%	100%	100%
Annual work orders by crew	400	400	423
Average work order per crew per day	1.6	1.6	1.7
Customer Satisfaction (Rating of Good/Excellent)	98%	80%	90%

Authorized Personnel	Positions 2006-07 Actual	Positions 2007-08 Revised	Positions 2008-09 Approved	Full Time Equivalents 2006-07 Actual	Full Time Equivalents 2007-08 Revised	Full Time Equivalents 2008-09 Approved
Utility Operations Manager	1	1	1	1.00	1.00	1.00
Utility Crew Leader	9	9	9	9.00	9.00	9.00
Utility Line Locator	0	0	1	0.00	0.00	1.00
Utility Worker III	8	8	8	8.00	8.00	8.00
Utility Worker I-II	10	10	10	10.00	10.00	10.00
Flushing Technician	1	1	1	1.00	1.00	1.00
Utility Supervisor	2	2	2	2.00	2.00	2.00
Total	31	31	32	31.00	31.00	32.00

Water Line Maintenance

Expenditures by Category



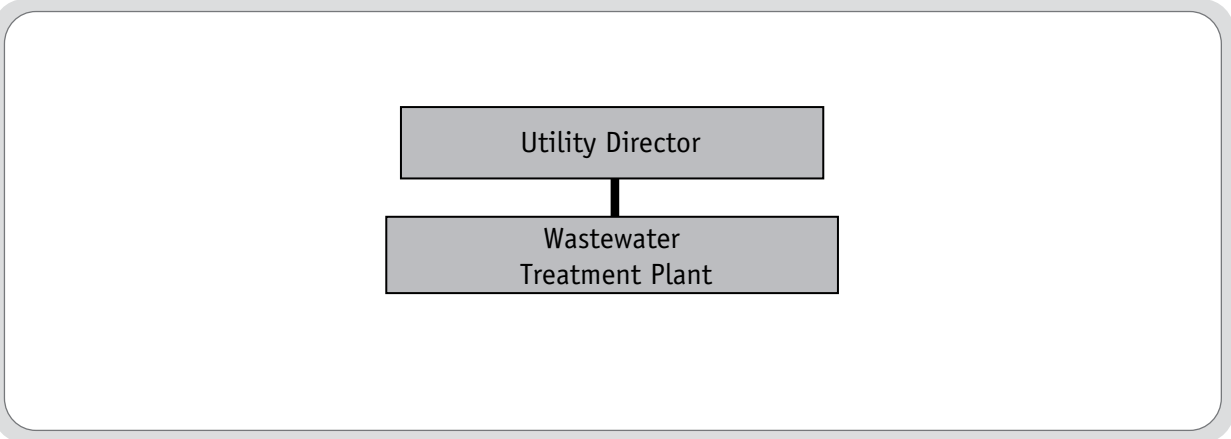
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$1,453,304	$1,590,846	$1,590,846	**$1,833,490**	$1,853,747
Contractual Services	73,544	83,956	83,956	**73,495**	74,838
Materials and Supplies	349,000	392,770	392,770	**418,991**	438,461
Other Services and Charges	17,262	29,666	29,666	**37,875**	37,875
Capital Outlay	45,377	84,000	84,000	**62,813**	22,403
Total Expenditures:	$1,938,486	$2,181,238	$2,181,238	**$2,426,664**	$2,427,324
Expenditures per Capita:	$21.51	$23.28	$23.28	**$24.89**	$24.08

Wastewater Treatment Plant Department

The primary activity of the Wastewater Treatment Plant Department is the treatment of residential, commercial and industrial wastewater to a level that meets or exceeds state and federal regulations. This is accomplished by using sophisticated equipment, advanced treatment technologies and state certified wastewater treatment plant operators provided by the Lower Colorado River Authority (LCRA)/Brazos River Authority (BRA) Alliance.

Mission: Provide the highest quality treated effluent for irrigation, utility, recreation, aquatic habitat and future drinking water uses.



Departmental Program Summary:

The Wastewater Treatment Plant is a single program:

Program:

Wastewater Treatment Plant: The Wastewater Treatment Plant's major function is to treat domestic sewerage. The operation is regional and includes customers from Williamson and Travis counties. Round Rock purchases wastewater treatment from the Lower Colorado River Authority/Brazos River Authority Alliance, which owns, operates, and controls the Wastewater Treatment Plant.

It should be noted that this operation has been conveyed to the Lower Colorado River Authority.

New Programs for FY 2008-09:

The Wastewater Treatment Plant is proposing no new programs for FY 2008-09.

Summary of Key Measurement Indicators

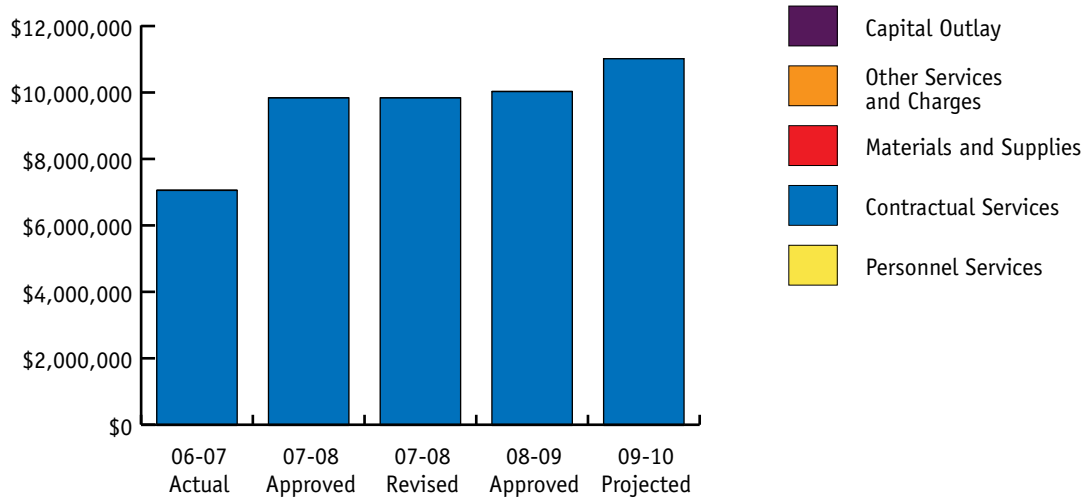
Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Total Amount of Wastewater Treated (In Millions of Gallons/Day)	3,637,240,000	3,928,219,200	4,317,220,000
Raw BOD (Biochemical Oxygen Demand)	250	250	250
Raw TSS (total suspended solids)	250	250	250
Raw Ammonia	12	12	12
Input			
Department Expenditures/Contractual Costs*	**$7,052,775**	**$9,835,262**	**$10,027,724**
Department FTEs	**0.00**	**0.00**	**0.00**
Output			
Effluent BOD	2	2	2
Effluent TSS	2	2	2
Effluent Ammonia	1	1	1
Efficiency			
Removal Efficiency			
BOD	99%	99%	99%
TSS	99%	99%	99%
Ammonia	92%	92%	92%
Expenditures as a % of Utility Fund	**28.09%**	**30.05%**	**28.10%**
Effectiveness			
Number of Excursions (an unintentional or temporary incident wherein there is a discharge of wastewater with pollutant parameters in excess of a prescribed limit)	0	0	0

*Note: City Purchases Wastewater Treatment from LCRA/BRA

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Total	0	0	0	0.00	0.00	0.00

Wasterwater Treatment Plant

Expenditures by Category



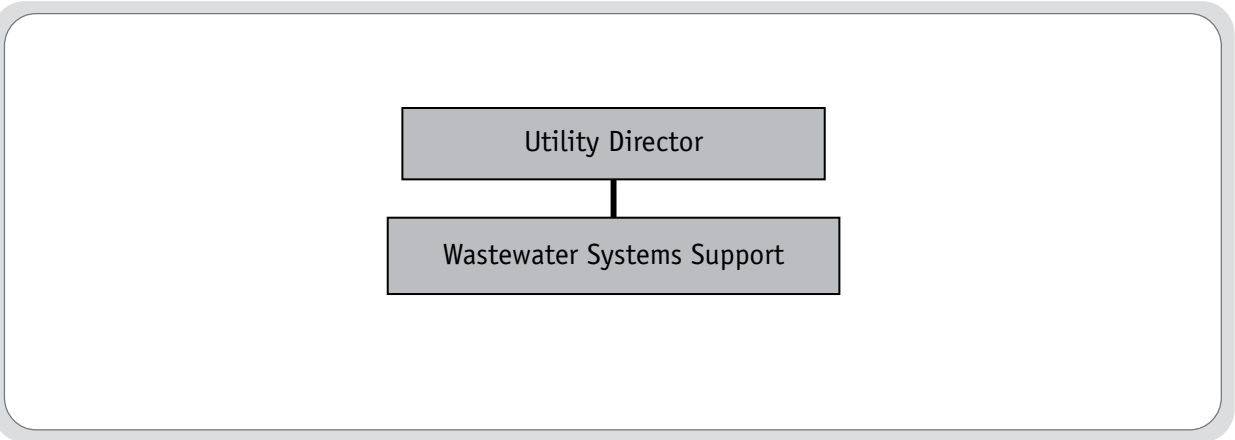
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$0	$0	$0	**$0**	$0
Contractual Services	7,052,775	9,835,262	9,835,262	**10,027,724**	11,016,496
Materials and Supplies	0	0	0	**0**	0
Other Services and Charges	0	0	0	**0**	0
Capital Outlay	0	0	0	**0**	0
Total Expenditures:	$7,052,775	$9,835,262	$9,835,262	**$10,027,724**	$11,016,496
Expenditures per Capita:	$78.28	$104.97	$104.97	**$102.85**	$109.29

Wastewater Systems Support Department

The Wastewater Systems Support Department is responsible for the operation, maintenance and repair of the City's Wastewater Collection System Lift Stations. Wastewater Systems Support is structured utilizing multiple water/wastewater maintenance crews. Reporting lines of authority and accountability are shown below.

Mission: Provide all of our customers with safe, adequate, reliable, and high quality wastewater services.



Departmental Program Summary:

The Wastewater Systems Support Department consists of a single program:

Program:

Wastewater Systems Support: This department maintains the mechanical and electrical equipment on the City's 11 lift stations and is under the direction of the Utility Support Superintendent. The lift station maintenance program assures system reliability by performing routine inspections of the system's wastewater lift stations. These routine inspections include the maintenance and repair of pumps, motors, electrical control systems, and various control devices at each lift station. Wastewater Systems Support maintains an emergency response team that is on call 24 hours a day, 365 days per year.

FY 2007-08 Highlights:

The City's growth has placed more and more demands on the wastewater system.

- Completion of the McNutt Lift Station that receives water from the McNutt Interceptor and pumps it to the BRA Wastewater Plant.
- Completion of the Forest Creek Lift Station Study.

FY 2008-09 Overview and Significant Changes:

- Possible upgrade of Forest Creek Lift Stations.

New Programs for FY 2008-09:

Wastewater Systems Support is proposing no new programs for FY 2008-09.

FY 2009-10 Overview and Beyond:

- Lift Station rehab or upgrades in the Forest Creek Area.
- Completion of city-wide Wastewater Master Plan.

Departmental Goals:

- Develop and maintain an in-house wastewater modeling program, including system inventory, mapping, and Supervisory Control and Data Acquisition (SCADA) management system to ensure efficient and adequate system expansions. (City Goal 5.5)
- Fully and efficiently use the regional wastewater system to enhance the reliability of our wastewater collection system. (City Goal 5.4)
- Ensure our wastewater system is reliable and in compliance with all applicable Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) regulations. (City Goal 5.4)

Objective: Coordinate our GIS with our SCADA system to locate and track collection and pumping.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
% of system modeled	80%	95%	98%	100%

Objective: Maintain lift stations to ensure 100% operational capability and coordinate collection and pumping with the regional collection system.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of lift stations taken off-line	0	0	0	0
Miles of wastewater line connected directly to lift stations	8.0	8.5	8.5	8.5

- Maintain a highly competent staff through a comprehensive continuing education, training and certification program. (City Goal 5.2)

Objective: Maintain an adequate and experienced work force to meet quality service delivery needs. Perform annual evaluations of staff's compliance with applicable EPA and TCEQ rules.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of Staff	4	4	4	4
% of staff holding required license(s)	100%	100%	100%	100%
% of staff holding multiple licenses	100%	100%	100%	100%

- Show continual improvement and implementation of our wastewater systems lift stations and wastewater SCADA system. (City Goal 5.5)

Objective: Establish a wastewater SCADA system to monitor lift stations. Maintain equipment to ensure public safety.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of lift stations	11	11	12	12

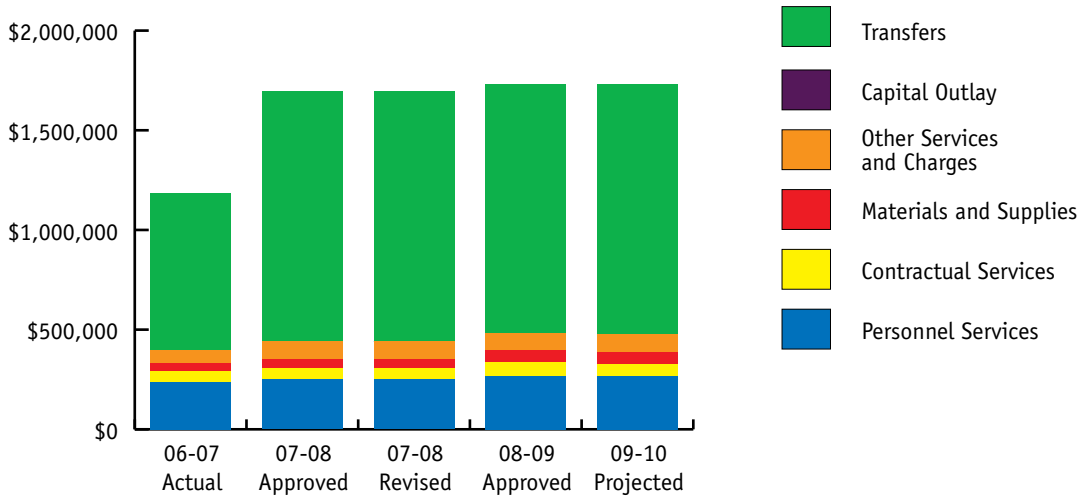
Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Wastewater Lift Stations	11	12	12
Pumps	22	24	24
Telemetry System (Sites)	11	12	12
Input			
Operating Expenditures	**$1,181,763**	**$1,693,995**	**$1,733,602**
Number Authorized FTEs	**4.00**	**4.00**	**4.00**
Wastewater Collected	3,637,240,000	3,928,219,200	4,317,220,000
Output			
Maintenance on Wastewater Lift Stations	11	12	12
Number of Emergency Call Outs (resident/city/etc.)	16	25	25
Efficiency			
Expenditures as a % of Utility Fund	**4.71%**	**5.18%**	**4.86%**
Authorized Personnel as a % of Utility Fund FTEs	**3.13%**	**3.07%**	**3.03%**
Yearly Cost per Site Maintained (exclusive of WW Construction Funds)	$38,310	$40,705	$41,000
Effectiveness			
% of Emergency Calls Responded to within 1 Hour	100%	100%	100%
WWSS Unit Cost per 1,000 gallons	$0.25	$0.31	$0.39

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Utility Support Superintendent	1	1	1	1.00	1.00	1.00
System Mechanic IV	1	1	1	1.00	1.00	1.00
System Mechanic II	1	1	1	1.00	1.00	1.00
System Mechanic Supervisor	1	1	1	1.00	1.00	1.00
Total	4	4	4	4.00	4.00	4.00

Wastewater Systems Support

Expenditures by Category



Summary of Expenditures:

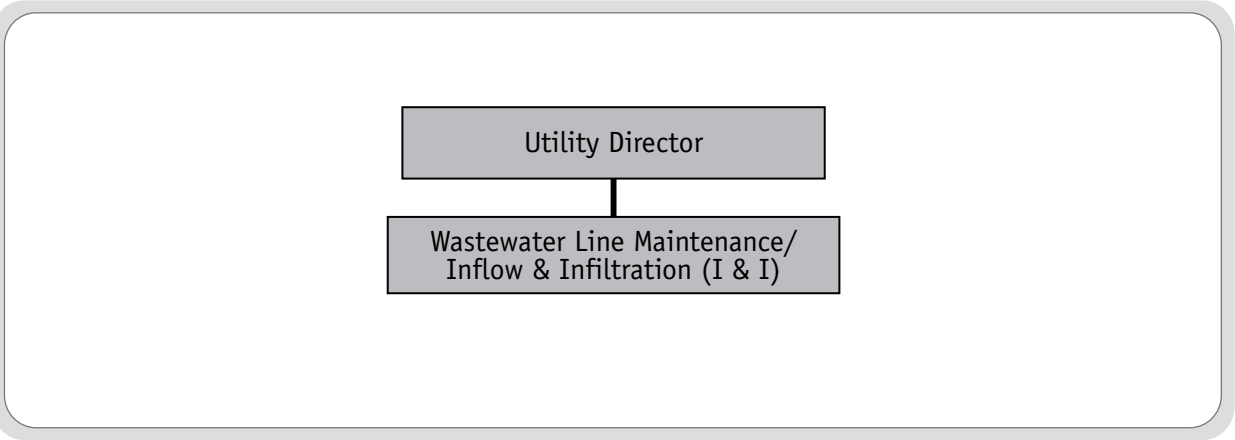
	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$238,344	$250,691	$250,691	**$267,329**	$267,822
Contractual Services	53,492	54,804	54,804	**70,196**	59,694
Materials and Supplies	37,852	47,500	47,500	**56,327**	58,129
Other Services and Charges	68,076	89,000	89,000	**87,750**	91,688
Capital Outlay	0	0	0	**0**	0
Transfers	784,000	1,252,000	1,252,000	**1,252,000**	1,252,000
Total Expenditures:	$1,181,763	$1,693,995	$1,693,995	**$1,733,602**	$1,729,332
Expenditures per Capita:	$13.12	$18.08	$18.08	**$17.78**	$17.16


CITY OF ROUND ROCK, TEXAS

Wastewater Line Maintenance Department

The Wastewater Line Maintenance (WWLM) Department is responsible for the maintenance and repair of the City's Wastewater Collection System. Wastewater Line Maintenance uses multiple three-man Maintenance Crews under the direction of the Wastewater Line Maintenance Supervisor reporting to the Utility Operations Manager, all of whom report to the Utility Director.

Mission: Provide all of our customers with safe, adequate, reliable, and high quality wastewater services.



Departmental Program Summary:

The Wastewater Line Maintenance Department consists of one program:

Program:

Wastewater Line Maintenance: Wastewater Line Maintenance (WLM) and Inflow & Infiltration (I&I) are one department but are considered two separate cost centers with the same goals. Wastewater Line Maintenance Crews repair line breaks and remedy service problems. This program operates on a 24/7 basis with on-call personnel after hours, weekends, and holidays. Under the current inspection, correction and documentation requirements of the Texas Commission on Environmental Quality (TCEQ) Edwards Aquifer Rules (Chapter 213), the Wastewater Line Maintenance identifies and corrects inflow and infiltration into the City's wastewater collection system during rainy periods. This requires testing and certification of all Wastewater facilities every seven years. Wastewater Line Maintenance (WWLM) also performs preventative maintenance and locates existing water and wastewater utility lines as needed in accordance to the Texas Line Locate Bill One Call.

FY 2007-08 Highlights:

The Department has been working on improving service, and meeting mandated rules.

- Successfully completed the schedule line cleaning, manhole inspections and video inspection program mandated by TCEQ. These basins (LC09, BC20, LC17) consist of 101,966 linear feet of wastewater lines and 332 manholes.
- WWLM has successfully completed this year's in-house rehabilitation of wastewater lines program. The program saved $186,650 by eliminating the need to contract this operation outside of the City. These savings can be used to pay for repairs needed in the Non-Edwards basins. Repairs will help reduce the number of collection lines needing repairs.
- The wastewater department continues to train its staff in order to meet all requirements set by TCEQ as well as their development needs. The department has also invested in training that will help employees be more productive and handle many issues. Some of the training provided are backhoe, forklift, Trench Safety, Confined Space, Competent Person and Conflict Resolution. We have encouraged our employees to go beyond their minimum licensing requirements.

FY 2008-09 Overview and Significant Changes:

The City continues to work on reducing the amount of inflow & infiltration (I&I) in the collection system. The department also continues to repair and/or replace old lines by:

- Reducing the number of line segments on our line cleaning program. We have a list of wastewater lines not affected by the Edwards Aquifer Rules that need rehabilitation. Line segments have been repaired or replaced and removed from the list as funds become available.
- With the purchase of the new portable unit, the department can survey areas that were inaccessible for our current camera vans, such as creeks, drainage channels and backyard easements. The portable inspections unit will improve video quality and be less intrusive to the customer.
- With the replacement of the combination truck, the department can increase the number of lift stations and collection lines cleaned per month. The new system also has additional storage capacity and a higher debris removal rate. The older combination truck is running at approximately 50% capacity due to maintenance issues, reducing the amount of work that could be done on a daily basis.

New Programs for FY 2008-09:

The Wastewater Line Maintenance Department is proposing no new programs in FY 2008-09.

FY 2009-10 Overview and Beyond:

The City will continue to upgrade our modeling system by:

- Continuing to dedicate one person to help with GPS/GIS three year mapping project. This person will also help map manholes and end-of-line clean outs in order to improve the GPS of the City.
- Continuing to install and monitor the wastewater meters in selected locations throughout the City to help identify I&I in the collection system.
- The department has completed the first seven-year schedule without any delays. The department is currently waiting for the approval from TCEQ for the proposed schedule to begin the next cycle.

Departmental Goals:

- Protect the public health by developing and maintaining a comprehensive, integrated in-house wastewater collection system modeling program, including system inventory, mapping, and management to ensure efficient and adequate system expansions. (City Goal 5.1)
- Ensure citizens receive quality service in a timely manner. (City Goal 5.2)
- Ensure our wastewater system is reliable and in compliance with all applicable state and federal regulations.
- Fully and efficiently use the regional wastewater system to enhance the reliability of our wastewater collection system. (City Goal 5.4)

Objective: Acquire and maintain adequate equipment and supplies to meet quality service delivery needs.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of work orders	3,548	3,902	4,293	4,320
Average response time /average time to complete	30 mins/ 12 hours	30 mins/ 12 hours	30 mins/ 12 hours	30 mins/ 12 hours

- Maintain a highly competent and reliable staff through a comprehensive continuing education, training and certification program. (City Goal 5.1)

Objective: Maintain an adequate and experienced work force to meet quality service delivery needs. Perform an annual evaluation of staff's compliance with applicable EPA and TCEQ rules.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Total number of staff	26	26	27	27
% of staff holding required license(s)	92%	100%	100%	95%
% of staff holding multiple licenses	69%	85%	90%	90%

- Continual improvement and implementation of our wastewater systems inflow and infiltration (I&I) reduction program to ensure the protection of our natural resources. (City Goal 5.4)

Objective: Establish an I&I Office to coordinate and maintain our I&I reduction program documents in order to comply with applicable EPA regulations and TCEQ's Edwards Aquifer Rules. Implement RJN Group, Inc.'s recommendations for I&I reduction through line and manhole repair, replacement, and rehabilitation.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Miles of WWL videotaped as % of system	7%	9%	9%	8%
Miles of WWL added to system as % of increase to system	7%	7%	5%	3%
Miles of WWL repaired or replaced as % of miles to system	4%	4%	4%	4%
Number of manholes rehab as % of system	5%	4%	5%	3%

Trend: Rehabilitation of part of the system (Edwards Aquifer Recharge Zone) is now on a seven-year program per state mandate. Percentages have dropped significantly in most measures as a result of compliance mandates and revision of estimates. Basins are different in size and linear feet.

Summary of Key Measurement Indicators

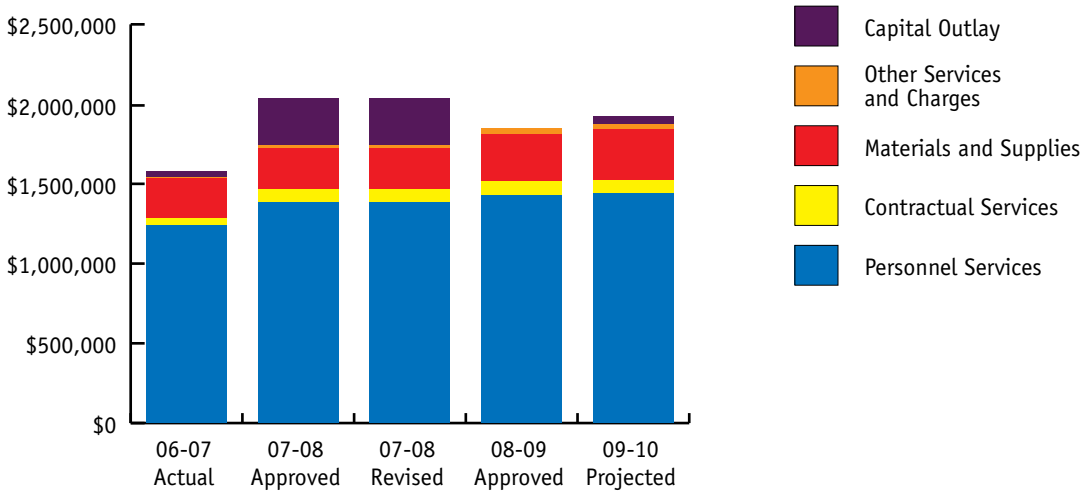
Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Miles of Sewer Mains	376	392	400
Input			
Operating Expenditures	**$1,581,287**	**$2,036,553**	**$1,848,607**
Authorized FTEs	**26.00**	**27.00**	**28.00**
Wastewater Collected	3,637,240,000	3,928,219,200	4,317,220,000
Output			
Feet of Line Investigated – TV	152,515	161,291	156,934
Mainline	119,502	141,291	117,415
Laterals	33,013	20,000	39,519
Manholes Inspected	111	242	457
Efficiency			
Per capita sewer calls	0.00502	0.00444	0.00739
Total wastewater service calls	444	400	692
Authorized Personnel as % of Utility Fund	**20.31%**	**20.69%**	**21.21%**
Wastewater Line Maint unit cost (per 1,000 gallons)	**36.63%**	**32.47%**	**29.07%**
Expenditures as a % of Utility Fund	**6.30%**	**6.22%**	**5.18%**
Effectiveness			
Located Number Gallons per Minute I&I **	750	750	813
Repaired Number of Gallons per Minute I&I	685	850	583
Manholes Repaired	250	75	165
Line Stoppages Corrected	250	250	388
% Customer Satisfaction Rating (Good to Excellent)	95%	95%	95%

** Estimated from flow data provided by Brazos River Authority.

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Administrative Technician I/III	1	2	2	1.00	2.00	2.00
I&I Coordinator	1	1	1	1.00	1.00	1.00
Utility Crew Leader	4	4	4	4.00	4.00	4.00
I&I Utility Crew Leader	4	4	4	4.00	4.00	4.00
Utility Supervisor	1	1	1	1.00	1.00	1.00
Utility Worker I&I Ops Tech	1	1	1	1.00	1.00	1.00
Utility Worker I/II/III	14	14	15	14.00	14.00	15.00
Total	26	27	28	26.00	27.00	28.00

Wastewater Line Maintenance

Expenditures by Category



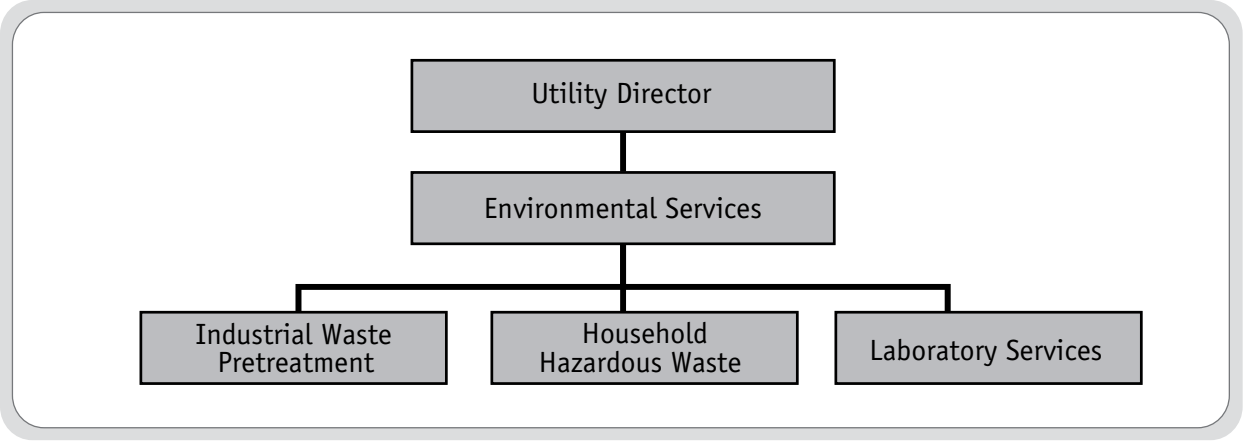
Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$1,236,928	$1,381,942	$1,381,942	**$1,429,539**	$1,438,387
Contractual Services	46,883	87,361	87,361	**83,913**	86,345
Materials and Supplies	251,318	250,867	250,867	**300,455**	316,966
Other Services and Charges	9,057	19,438	19,438	**34,700**	34,700
Capital Outlay	37,101	296,945	296,945	**0**	49,861
Total Expenditures:	$1,581,287	$2,036,553	$2,036,553	**$1,848,607**	$1,926,258
Expenditures per Capita:	$17.55	$21.73	$21.73	**$18.96**	$19.11

Environmental Services Department

Environmental Services consists of several primary activities: Industrial Waste Pretreatment, Household Hazardous Waste Services, and Laboratory Services. These activities are accomplished through implementing and encouraging pollution prevention activities, enforcing environmental regulations, and quantifying pollutant concentrations.

Mission: To provide resource preservation, conservation, and protection through the implementation and enforcement of environmental regulations and stewardship.



Departmental Program Summary:

The Environmental Services Department consists of three programs which are described below:

Programs:

Industrial Waste Pretreatment: mandated by the Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ), this component protects the wastewater collection and treatment systems, public health, the environment, and public waterways from pollutant discharges. The pretreatment program includes permitting, inspecting, sampling and testing of local businesses and industries to ensure compliance with regulations.

Household Hazardous Waste Services (HHW): provides the safe and correct disposal of hazardous home chemicals and paint. This program helps divert hazardous materials from landfills and drinking water supplies and reduces the potential of illegal dumping. The City has conducted HHW services since 1996 and became a TCEQ approved permanent collection facility in December 2004.

Laboratory Services: provides testing services to a variety of customers. These include the City Water Treatment and Building Construction Inspections Departments, citizen inquiries, and municipal accounts. The laboratory has been certified by the Texas Department of Health since 1996 and maintains the highest standard of quality control. Laboratory Services provides data needed to recover waste treatment costs passed on by the Brazos River Authority (BRA).

FY 2007-08 Highlights:

In FY 2007-08, the Environmental Services Department continued to focus on activities dedicated to enhancing the laboratory services, industrial waste pretreatment and household hazardous waste programs. These activities included:

- The laboratory submitted an application and gained National Environmental Laboratory Accreditation Conference (NELAC) accreditation. NELAC is required for all reporting laboratories and allows outside business to continue.
- The certified/accredited water lab managed more than 157 water system/contract accounts on a monthly basis and analyzed more than 9,332 samples.
- The laboratory created an inter-local agreement to provide residential Household Hazardous Waste (HHW) services to Brushy Creek MUD. This provides

FY 2007-08 Highlights: (cont.)

proper disposal of HHW and will reduce improper disposal that could affect Round Rock's watershed and sewer shed.

- Discussions with Williamson County Commissioners also occurred in an effort to determine county interest in the HHW program.

FY 2008-09 Overview and Significant Changes:

In FY 2008-09, the Environmental Services Department is continuing to concentrate on pollution prevention activities. The department is focusing on the following activities:

- The department will develop and offer HHW disposal options to Williamson County and individual citizens for a fee. This program will ensure proper disposal of household chemicals and will reduce water pollution.
- The laboratory will maintain necessary accreditation (NELAC) for the production of reportable and defensible data.
- The department will implement the necessary quality assurance and quality controls procedures required to maintain the TCEQ approved Industrial Pretreatment Program. Streaming requirements will begin to be implemented.

New Programs for FY 2008-09:

In an effort to conserve natural resources and preserve the integrity of the watershed, several environmental programs are expanding. In order to implement and coordinate these programs, one new position is necessary.

Environmental Laboratory Analyst (FTE 1): This program proposes a full-time position to assist with the increased sample load. The number of outside accounts handled by the lab increases each year and is only expected to grow. NELAC also requires additional quality assurance and quality controls and this position will fulfill those requirements.

FY 2009-10 Overview and Beyond:

As we transition from a medium to a large sized city, the Environmental Services Department will concentrate on activities geared towards improving pollution prevention and expanding laboratory testing services as well as planning to meet the future needs of the community. The Environmental Services Department will focus on the following tasks in FY 2009-10:

- The department will continue to develop and offer HHW disposal options to Williamson County, other municipalities and individual citizens for a set standard fee with a voucher system. This program will ensure continued proper disposal of household chemicals, will reduce the possibility of pollution to our area water sources and will support itself financially.
- The laboratory will maintain necessary accreditation (NELAC) for the production of reportable and defensible data.
- The department will maintain the TCEQ approved Industrial Pretreatment Program.

Departmental Goals:

- Implement and enforce the rules and regulations governing non-domestic wastewater discharges into the sanitary sewer. (City Goal 5.4)
- Continue to develop and empower employees. (City Goal 5.2 and 6.0)
- Provide laboratory testing services to internal and external customers. (City Goal 5.4)

Objective: Perform water and wastewater tests and increase contract testing services. **Objective:** Improve internal quality control.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of water tests in lab and in field (bacteriological, fluoride, chlorine, hardness)	12,564	13,548	15,000	16,000
Number of water tests (total suspended solids, total dissolved solids, pH, volatile organics, etc.)	859	924	925	1,000
Number of Water Systems and Contractors Using Water Laboratory Services/Number of contracts/customers	118	125	157	170

Trend: The number of water tests is increasing because the laboratory has increased the number of customer contracts. In FY 2007-08, the laboratory program became a subcontractor for a Cryptosporidium lab that manages multiple water systems for the Long Term 2 Enhanced Surface Water Treatment Rule (LT2) program.

- Provide resource management including solid waste and waterways. (City Goal 5.6)

Objective: Increase the amount of material being disposed of properly, participation rate, and regionalize the HHW program.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Tons of non-recyclable material disposed (Material handled by a Hazardous Waste Contractor such as paint and household chemicals)	17.0	9.7	11.0	15.0
Tons of material Re-Used/Re-issued (Material put into the Re-Use Program such as usable paint, pesticides, automotive fluids, etc.)	25.5	17.9	25.0	32.0
Amount Saved by Re-Use vs. Disposal (average per year)	$29,562	$29,521	$30,000	$32,000
Number of participants bringing household hazardous waste	872	982	1,200	1,400
Number of participating governmental entities (in addition to the City)	0	0	0	2
Number of non-City participants	0	0	0	400

Trend: The City has conducted and managed HHW services since 1996. The current facility was designated as an official permanent HHW facility by the TCEQ in December 2004.

Trend: In 2007-08, improved advertising and program awareness resulted in increased participation.

Departmental Goals: (cont.)

- Conduct pollution prevention activities. (City Goal 3.5)

Objective: Conduct the industrial waste pretreatment program, surcharge and grease management program for commercial dischargers.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Number of Industries on Industrial Waste Program	15	15	17	17
Number of violations issued	20	23	33	20
Number of commercial businesses on Surcharge Program	85	91	102	110
Number of field violations issued	5	13	8	10

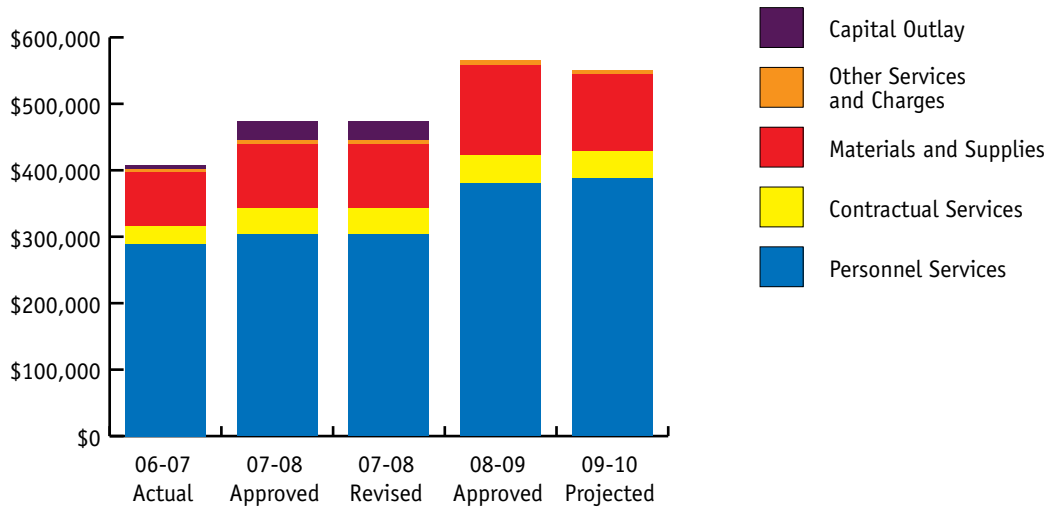
Trend: The number of surcharge customers is expected to increase with the development of the Premium Outlets area and the Northeast Quadrant.

Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Industrial Waste			
Number of Businesses/Industries Monitored	106	122	127
Laboratory Services			
Contract Account Managed	125	157	170
Household Hazardous Waste Services			
Yearly HHW Customers	982	1,200	1,400
Input			
Operating Expenditures	**$407,394**	**$473,990**	**$565,112**
Number Authorized FTEs	**5.00**	**5.00**	**6.00**
Output			
Industrial Waste			
Number of Inspections (Industrial)	334	300	350
Laboratory Services			
Bacteriological Samples (Lab)	8,995	9,296	10,000
Industrial/Commercial Samples (Lab)	334	250	350
Other Samples (Lab)	4,553	5,520	5,000
Household Hazardous Waste Services			
Total Tons of Material Received	27.6	36.0	47.0
Tons Recycled	17.9	25.0	32.0
Tons Disposed	9.7	11.0	15.0
Efficiency			
Industrial Waste			
Average cost per Sampling Event	$31.50	$31.50	$31.50
Laboratory Services			
Average cost per Water Sample	$3.86	$3.95	$3.95
Average cost per Wastewater Sample	$7.78	$9.00	$9.00
Household Hazardous Waste Services			
Average disposal cost per participant	$10.24	$8.55	$8.55
Effectiveness			
Expenditures as a % of Utility Fund	**1.62%**	**1.45%**	**1.58%**
Authorized Personnel as a % of Utility Fund FTEs	**3.91%**	**3.83%**	**4.55%**
% of Significant Users in Compliance	87.0%	87.0%	87.0%
Tons of HHW Material Processed	27.6	36.0	47.0
Revenue Generated	$324,216	$340,000	$340,000

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Environmental Lab Analyst	1	1	2	1.00	1.00	2.00
Pretreatment Compliance Specialist	1	1	1	1.00	1.00	1.00
Environmental Services Supervisor	1	1	1	1.00	1.00	1.00
Field Laboratory Technician	1	1	1	1.00	1.00	1.00
Administrative Technician II	1	1	1	1.00	1.00	1.00
Total	5	5	6	5.00	5.00	6.00

Environmental Services
Expenditures by Category



Summary of Expenditures:

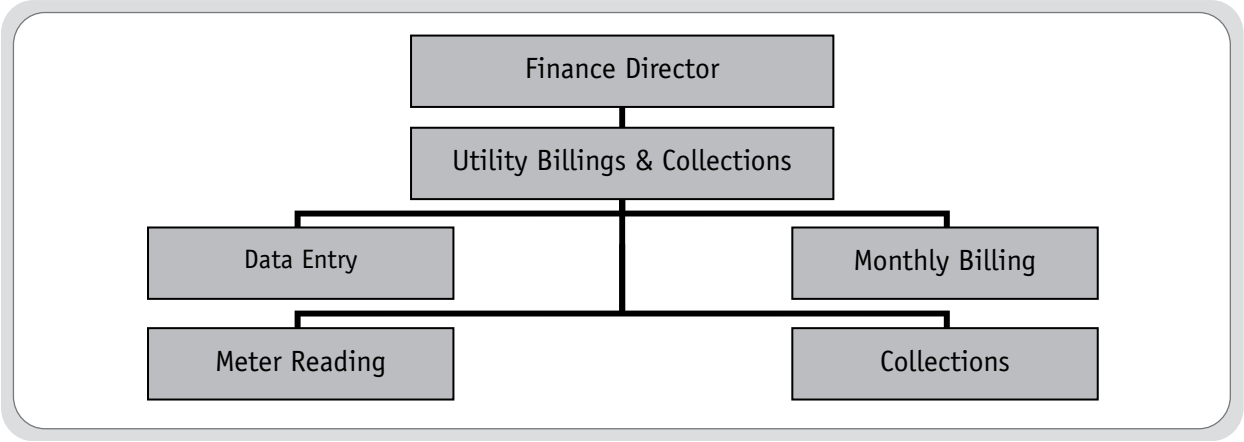
	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$288,980	$303,521	$303,521	**$380,602**	$387,457
Contractual Services	26,019	38,933	38,933	**41,957**	41,828
Materials and Supplies	82,582	96,336	96,336	**135,253**	114,512
Other Services and Charges	3,726	6,700	6,700	**7,300**	6,700
Capital Outlay	6,087	28,500	28,500	**0**	0
Total Expenditures:	$407,394	$473,990	$473,990	**$565,112**	$550,497
Expenditures per Capita:	$4.52	$5.06	$5.06	**$5.80**	$5.46


CITY OF ROUND ROCK, TEXAS

Utility Billings & Collections Department

The Utility Billing Office handles the accounting, billing, and collection of all customer water, sewer, and garbage billings; connects and disconnects service; and provides assistance to customers.

Mission: To account for the accurate and precise recording of information gathered from the reading, billing and collecting of money for every meter within the City of Round Rock, and provide professional, courteous and superior customer service for all citizens of Round Rock.



Departmental Program Summary:

The Round Rock Utility Billings and Collections Department consists of a single program divided into the following components:

Program:

Data Entry: The office staff track all new meters in order to provide water service to new connections. Utility Systems Support Division and Building Inspections Division provide the information used to create accounts in the City's main database. The office reviews existing accounts monthly for correct occupant billing information. We depend upon our customers to inform us of any changes of occupancy.

Meter Reading: Utility Systems Support staff read meters. The Utility Billing staff works closely with Utility Systems Support staff to maintain the reading schedule and meet deadlines.

Monthly Billing: The staff in this office calculates and invoices all monthly billings.

Collections: The office staff collect current and past due monies owed to the City of Round Rock. The collection process occurs throughout the month to ensure that accounts are collected in a timely manner.

FY 2007-08 Highlights:

- Our Friendly Rock program continued to be a highlight for our department this past year. We have continued to work on increasing participation to this donation program. The program is administered by the Round Rock Serving Center and assists those citizens in need to pay their water bill. As per the direction of the City Council, we have changed the bill format to include the Friendly Rock donation as a recurring amount on the bill. Our customers do have the option to pay the amount billed with or without the additional $1.00 for Friendly Rock without penalty.

- We have started a new recognition program for customer service called "Positive Praises." The recognition program is designed to acknowledge our service representatives for providing excellent customer service to our customers. Our customers have the opportunity to provide feedback to us about their interactions with our service representatives by completing survey cards that are sent to them by mail and are also available in our lobby area. This recognition has been quite motivating to our customer service area, and we have had several staff members recognized during the first several months.

- Our department implemented a career path for several of our key positions within the utility billing office.

FY 2007-08 Highlights: (cont.)

This career path helps promote, retain and reward our employees for their performance during the first two years of employment. We look forward to completing our first year of implementation and evaluation of measuring performance on this new program.

FY 2008-09 Overview and Significant Changes:

- There are plans for changes to our existing City Hall building that include the placement of a drive through drop box. This will hopefully resolve our on-going traffic issues each month. Our first due date coincides with the first week of the month. This normally creates a higher volume of drive through and walk-in traffic. The plan is to place a drive through payment drop box within view of our current drive through window. This will allow our customers to simply drop off their payment and not have to wait in the drive through lane. The drive through lane would then be used exclusively for customers who need a validated receipt for their transaction.

- The utility billing office is considering providing an electronic application for requesting new service. This application would be part of a service package request for all utility services in the Round Rock area. In addition, the option to receive electronic billing statements will be a new service that will be implemented in the coming year.

- The merging of meter information that is currently housed in both the utility support and utility billing area will occur during this coming year. As noted by the most recent water audit, a central location should be designated for this key information. The current utility billing system would be the most logical place to maintain and update this information on an ongoing basis. This update should be completed within the first quarter of the new fiscal year.

New Programs for FY 2008-09:

The Utility Billing Department is proposing no new programs in FY 2008-09.

FY 2009-10 Overview and Beyond:

- We plan to upgrade our phone system to a system with automated phone options. Our call volume has increased over the last 10-15 years since our current phone system was implemented. We have a need to provide our customers a higher level of phone service with options to pay their bill by phone, to listen to their billing information or to speak to a live person for assistance. Although our phone lines have been updated recently to add an additional information line, this type of technology would provide our customers with these improved options.

- We will continue to research the technology options that our customers request. The ability to view payment history and current billing is a feature that is important to our customers and the billing office. We need to be able to transact all customer requests for service electronically. All of these features are available with current technology.

- In the near future, we would like to implement a paperless field work order process. This would allow our field technicians to submit completed work orders, access customer information and have access to up-to-date customer information electronically. This will save time and provide an instantly up-to-date database at all times.

Departmental Goals:

- Continue to review and research payment options surveyed by customer response. (City Goal 5.5)
- Continue to maintain a priority for collection of past due delinquent accounts. (City Goal 5.5)
- Stay abreast of technology updates for department-related activities. (City Goal 5.5)
- Continue to pursue a cohesive working relationship with support staff and the utility office. (City Goal 6.5)
- Provide accurate, professional and courteous service to all our citizens. (City Goal 5.2)

Objective: Implement an annual survey to measure customer satisfaction and obtain an 85% or higher satisfaction rate.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
Surveys mailed/returned	6,500/95	6,832/114	7,000/125	7,500/150
% of Customers satisfied	89%	90%	92%	95%

Trend: Customer satisfaction continues to be difficult to measure since a considerable volume of survey cards are mailed but less than 1% are returned. We have implemented additional survey card access by making them accessible to our walk-in lobby traffic. We will continue to explore additional survey options in future years.

Objective: To provide ongoing training to our Customer Service Representatives in order to maintain satisfactory levels of customer interaction.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
No. hours CSR training	96	178	150	150

Trend: It is vital that our customer service representatives understand the level of customer service needed to interact with our customers in unique situations. This percentage of our customer base is the most demanding on our customer service skills. Training is the key to maintaining a high level of customer service.

Objective: To automate the large volume of paper check processing through clearinghouse systems and other electronic means of processing.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
No. of checks processed	18,311/mo	13,916/mo	14,000/mo	14,000/mo

Trend: Check collection volume is a large portion of daily collections that needs an efficient handling process. Since the implementation of online payments and electronic conversion of payments by some banks, the volume of checks handled by the utility office has decreased. The volume of online payments and electronic check conversions were in excess of 72,500 items during the last fiscal year.

- Streamline daily online recurring paper check collections through electronic bank method. (City Goal 5.5)

Objective: To decrease the volume of online paper checks by converting these checks into electronic transactions.	**Actual 05-06**	**Actual 06-07**	**Forecast 07-08**	**Forecast 08-09**
No. of online recurring paper checks processed	1,582/mo	1,419/mo	1,200/mo	1,000/mo

Trend: We have a large volume of online checks that are recurring payments from customers who use their own banking relationships to pay their monthly utility bill. With the assistance of the finance department and the bank, a significant portion of these checks have been converted to be received electronically. As of 2007 this process has become routine and a large number of banks do send recurring payments to us electronically. The conversion of the online paper checks to the electronic form helps significantly with the daily workload.

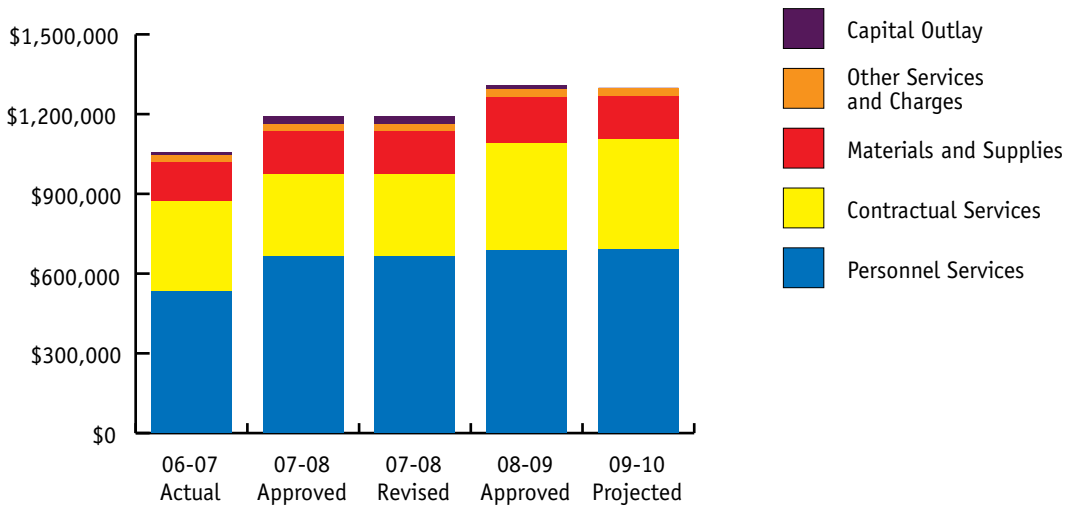
Summary of Key Measurement Indicators

Measurement Indicators	Actual 2006-07	Estimated 2007-08	Projected 2008-09
Demand			
Customer Base	29,678	30,000	31,000
Input			
Operating Expenditures	**$1,053,939**	**$1,191,976**	**$1,310,511**
Number Authorized FTEs	**14.50**	**15.00**	**15.00**
Output			
Number of Work Orders Processed	15,717	16,500	16,800
Number of Payments Collected	306,588	307,000	308,000
Total Dollars Collected	$33,695,221	$34,000,000	$35,000,000
Efficiency			
Authorized Personnel as % of Utility Fund	**11.33%**	**11.49%**	**11.36%**
Expenditures as a % of Utility Fund	**4.20%**	**3.64%**	**3.67%**
Effectiveness			
Payment Processing Data Entry Error Rate	0.01%	0.01%	0.01%

	Positions			Full Time Equivalents		
Authorized Personnel	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**	**2006-07 Actual**	**2007-08 Revised**	**2008-09 Approved**
Utility Office Manager	1	1	1	1.0	1.0	1.0
Customer Service Supervisor	1	1	1	1.0	1.0	1.0
Senior Customer Service Representative	1	1	1	1.0	1.0	1.0
Customer Service Representative	5	5	5	5.0	5.0	5.0
Receptionist	1	1	1	1.0	1.0	1.0
Customer Service Representative - P/T	1	2	2	0.5	1.0	1.0
Field Services Coordinator	1	1	1	1.0	1.0	1.0
Utility Accountant I	1	1	1	1.0	1.0	1.0
Water Service Representative	2	2	2	2.0	2.0	2.0
Senior Water Service Representative	1	1	1	1.0	1.0	1.0
Total	15	16	16	14.5	15.0	15.0

Utility Billings & Collections

Expenditures by Category



Summary of Expenditures:

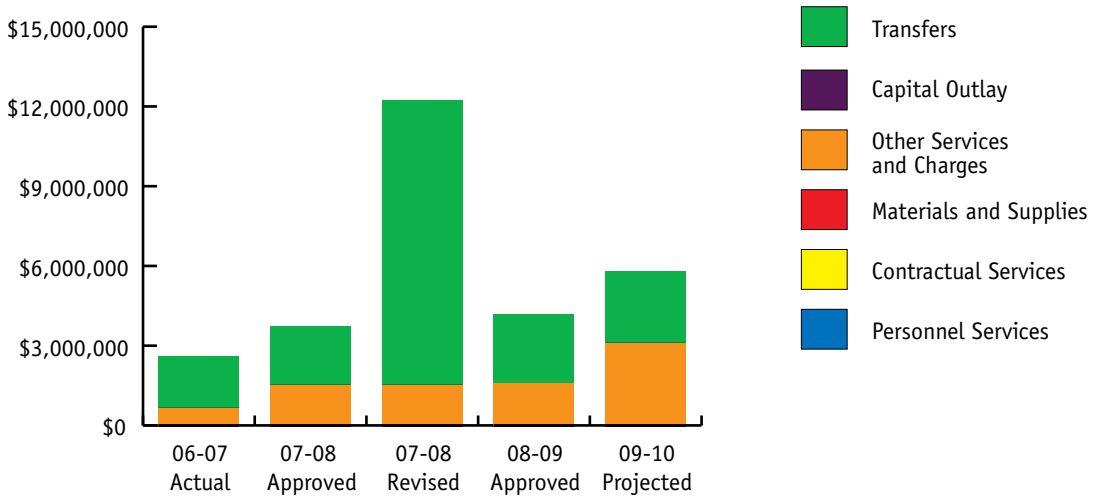
	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$531,411	$664,779	$664,779	**$685,734**	$690,554
Contractual Services	338,839	310,770	310,770	**406,232**	415,009
Materials and Supplies	150,444	158,527	158,527	**170,600**	160,916
Other Services and Charges	25,572	26,700	26,700	**30,700**	32,648
Capital Outlay	7,673	31,200	31,200	**17,245**	0
Total Expenditures:	$1,053,939	$1,191,976	$1,191,976	**$1,310,511**	$1,299,126
Expenditures per Capita:	$11.70	$12.72	$12.72	**$13.44**	$12.89

Utility Debt Service & Transfers - Program Description

To provide for the scheduled retirement of the City's bonded and other long-term debt. See also the Debt Schedules Section of this budget.

Utility Debt Service & Transfers

Expenditures by Category



Summary of Expenditures:

	2006-07 Actual	2007-08 Approved Budget	2007-08 Revised Budget	2008-09 Approved Budget	2009-10 Projected Budget
Personnel Services	$0	$0	$0	**$0**	$0
Contractual Services	0	0	0	**0**	0
Materials and Supplies	0	0	0	**0**	0
Other Services and Charges	667,126	1,521,000	1,521,000	**1,593,100**	3,116,410
Capital Outlay	0	0	0	**0**	0
Transfers	1,923,247	2,216,000	10,716,000	**2,566,000**	2,690,000
Total Expenditures:	$2,590,373	$3,737,000	$12,237,000	**$4,159,100**	$5,806,410
Expenditures per Capita:	$28.75	$39.88	$130.60	**$42.66**	$57.60